



The CATS Meow

March 8, 2006

Greetings

It's all about getting help...

Web site support

There is now help on the web for volunteers and Sponsors.

From the home page for the Insurance Commissioner's Office

(www.insurance.wa.gov) click on the tab 'SHIBA HelpLine' and the link for Volunteer/Sponsor resources. The login you need here is "**document**". Lots of good stuff for you. And we welcome your suggestions – what else can we publish for you?

Telephone

Call during business hours:

360-725-7108

Or join us in the next conference call.

Friday, March 17

9:30am - Noon

Call: 360-357-2903

PIN: 15852 #

No need to pre-register. If you have a problem, call Vanessa Butler. (360) 725-7070.

We are going to schedule some more calls for later this month to meet the demand for help. Watch for it!

E-Mail

The HelpDesk is getting lots of action each day, now. To make sure that we've got routine coverage, Ron House, a SHIBA staff person is going to back-up the regular fellow.

eSHIBAHelpDesk@oic.wa.gov

FAQ's

We are gathering a list of frequently asked questions (FAQ's) that will be post on the web site soon. We'd like your suggestions and also 'hot tips' that speed up data entry! Send those to the eSHIBAHelpDesk, of course.

Create User Account

We are aware that some of you are considering using temporary staff or 'episodic' volunteers to help with the backlog of data entry.

In order to preserve the quality of the database, we'd like to issue user accounts for **each individual** who will enter data. It's fast and easy – same day service guaranteed.

We will also work with you to get staff and volunteers trained effectively. Just let us know. These are extra busy times and we're all going to need to pull together to make this work. We'll do all we can to help.